

Varun Chandra  
7 ELYARD CIR  
WEST HOXTON NSW 2171

Dear Varun,

**RE: BSB41415 Certificate IV in Work Health and Safety**

**Enrolled Course:** BSB41415 Certificate IV in Certificate IV Work Health and Safety  
**Online Learning Portal:** <http://firstchoice.elearninglogin.com/>  
**Online Learning Username:** Varun.Chandra  
**Online Learning Password:** user11  
**Course Start Date:** 15/04/2016 **Course End Date:** 15/04/2017

**Student Support: For all general enquiries regarding your enrolment.**

**Email:** [studentservices@firstchoicetraining.com.au](mailto:studentservices@firstchoicetraining.com.au)  
**Phone:** 1300 800 390 **Fax:** 07 5538 7192  
**Postal Address:** PO Box 229 ASHMORE CITY QLD 4214

**Training Department: For all training and assessment related enquiries.**

**Email:** [mytraining@firstchoicetraining.com.au](mailto:mytraining@firstchoicetraining.com.au)

**Course Duration:**

You have a maximum of 12 months to complete your course as shown above regarding the Course Start Date and Course End Date. Your course start date is taken to be the date your print materials are dispatched or login details are emailed to you. As your course is self-paced to allow learner flexibility, it is your responsibility to complete the course within this timeframe. If you do not complete your course within the twelve (12) month timeframe, your enrolment will be cancelled. The student must complete the Course Extension Form and finalise the extension payment at least 5 business days prior to the Course End Date. If the student fails to do so, he or she will be denied access to all training services and training resources. The student will need to re-enrol and pay the full course amount again. Details about the applicable fees can be found in the Student Handbook.

**Study Plan:**

The units of competency for your course are shown below in the suggested order of completion.

Unit Code	Unit Title	Core/ Elective
BSBWHS405	Contribute to implementing and maintaining WHS management systems	C
BSBWHS403	Contribute to implementing and maintaining WHS consultation and participation processes	C
BSBWHS404	Contribute to WHS hazard identification, risk assessment and risk control	C
BSBWHS402	Assist with compliance with WHS laws	C
BSBWHS406	Assist with responding to incidents	C
BSBCMM401	Make a presentation	E
BSBRES401	Analyse and present research information	E
BSBSUS301	Implement and monitor environmentally sustainable work practices	E
BSBMGT401	Show leadership in the workplace	E
BSBWRT401	Write complex documents	E

**Please note:**

When you first log in to the online learning portal to complete your units, you will only see your first unit. Subsequent units are then assigned at the rate of one new unit per submitted unit. To help us ensure you always have a unit available to work on, please remember to let Student Services know when you are ready for your next unit.

## FAQs:

### *How do I get started?*

Start by carefully reading the attached **Student Handbook**.

### *How detailed or how many words are required for each answer?*

Your answers need to demonstrate your understanding of the unit topic and your ability to apply your knowledge. In some cases this can be done in a few sentences and in others several paragraphs or more may be required. Read the question carefully before starting. Review and check your answer against the question to ensure you have addressed all parts of the question. We recommend using the templates where provided, as they are structured to guide you to include required information necessary to achieve competency.

### *What is the best way to ask questions about my training activities or to get feedback?*

If you have questions or need assistance please email your questions to the Training Department at [mytraining@firstchoicetraining.com.au](mailto:mytraining@firstchoicetraining.com.au) being sure to include the Unit Code (e.g. BSBADM405), as well as the specific section, activity, and/or question number relating to your query. Although the first port of call is always an email detailing your enquiry, after that, if you still need to speak with a trainer, please email your query noting details of when you are available to talk, and your best contact number, and we will arrange a suitable time for the scheduled phone call with a trainer.

### *How do I submit my assessments?*

All assessments are to be submitted from within the [Online Learning Portal](#)

### *What if I can't email my assessment?*

If you have any problems emailing your assessments due to file sizes or other issues, you will need to set up a Dropbox account (this is free to set up) and share the files with the Training Department at [mytraining@firstchoicetraining.com.au](mailto:mytraining@firstchoicetraining.com.au). Please call the office on 1300 800 390 if you are unsure of how to create a Dropbox account.

### *What if I get my assessments wrong?*

#### Online learning option:

Once you log into the online learning portal, you will see feedback from your trainer for each activity/question/assessment.

#### Distance learning option (for students who are using the printed materials):

If your work submitted for assessment is incorrect or incomplete we will return it to you asking for changes or more information. These questions or activities will be marked with either a **Review & Revise** stamp, and/or a sticky-note. You can then make any necessary changes and resubmit. As this course is competency based (not graded), there is no penalty if you need to resubmit your work a 2<sup>nd</sup> or 3<sup>rd</sup> time.

### *Can I use information from other sources?*

Yes, you are expected to expand your study to include other sources, and as the qualification levels get higher, so does the requirement for additional research and self-directed learning. When you use other sources in your answers, or work within a group, please ensure you use your own words or supplement any quoted words with examples of your own rather than using 'copy and paste'.

### *Do I need to reference the other sources of information I use?*

Any sources, pictures or documents you use, (other than work that is solely your own, First Choice Training's Participant Guides or Templates), need to be referenced to avoid plagiarism issues. Refer to the Student Handbook for more details regarding plagiarism.

### ***What if I need to submit additional evidence?***

Presentation of your assessment is important. If you are instructed to complete an assessment where you have to develop a document, ensure your assessment is typed in the format stated at each task. For example: essay, report, diagram. Your documents must also include the following:

- A Contents list (if applicable);
- Each section is clearly marked with major heading and /or sub headings;
- Include Referencing where external information is used and reference list;
- A footer containing your full name and page numbers (x of y).

### ***Support Services***

For enquiries regarding resources or technical support please contact Student Services via email [studentservices@firstchoicetraining.com.au](mailto:studentservices@firstchoicetraining.com.au)

For enquiries regarding training and assessment support please contact the Training Department via email [mytraining@firstchoicetraining.com.au](mailto:mytraining@firstchoicetraining.com.au)

Regards,

First Choice Training Support Team